

## BORDERS CARE &amp; REPAIR

# People's Stories

Six people who had used the pilot service were looked at in detail. These illustrated the achievements of the service redesign:

- More direct access for people, providing a simpler route into the service and enabling a speedier response
- Consideration and provision of a wider range options for people, simplifying and improving the service experience for people
- Shorter timescales overall for service provision
- Very good improvements in both performance and satisfaction.

## The 6 people

**Moira** has a co-ordination and anxiety disorder that can impact on her eczema and psoriasis. Moira was having difficulties using a bath lift, had become reluctant to wash and was aware that her skin condition and personal hygiene had suffered.

**Access route:** Social Worker

**Service provided:** Easy access shower

**Paul** is 85 and has only partial sight. He lives alone in a 2 bedroom bungalow which he owns. Paul had experienced a fall in the bath, and had been unable to access help. He lay in the bath for 24 hours before the alarm was raised. He was admitted to hospital for assessment and returned home several days later.

**Access route:** Self referral

**Service provided:** A wet floor shower

**Colin** is 74 and supported at home by his wife. He was recently diagnosed with a progressive degenerative condition. A period of rapid deterioration impacted on Colin's mobility resulting in several falls at home and difficulties managing the internal stairs safely. His wife felt compelled to be with him all of the time so that he did not attempt the stairs on his own.

**Access route:** Occupational Therapist, NHS

**Service provided:** Stair lift

**Billy** is 60 and lives with his wife. He had a severe stroke some years ago whilst undergoing surgery. He has a right sided weakness which impairs his mobility and ability to use his right hand. Billy and his wife moved from their previous split level owner occupied property to privately rented accommodation based centrally in a nearby town. He and his wife arranged for a shower to be installed privately, but this had a 10" step into it and he could only use this with his wife's help.

**Access route:** Occupational Therapist, HSCP

**Service provided:** Level access shower

**Graeme**, a 95 year old, lacked confidence on the stairs. The lack of a second banister meant he was trying to steady himself on the wall. He tended to rush going down putting himself at risk of falling.

**Access route:** Self referral

**Service provided:** A second stair banister

**Alan** has degenerative lung disease. He lives alone. Alan recently fell in his living room. He did not have his Bordercare alarm on and he lay for over 2 hours before getting help. He did not leave his bedroom in the subsequent weeks. Alan reported panic breathing when he attempted to get up and walk from the bedroom.

**Access route:** Support Worker

**Service provided:** Support with regaining mobility and confidence

Borders **one stop shop** with **dedicated occupational therapists** and a cross tenure **funding partnership** has speeded the process, widened access and shown **value for money**

# BORDERS CARE & REPAIR

## Impact and effectiveness

The depth review of the six people’s experience was used to support an assessment of the impact and effectiveness of the service. Two aspects of this review are of particular interest.

- (a) Self assessed performance and satisfaction, using the Canadian Occupational Performance Measure (COPM)
- (b) Cost benefit analysis

### Canadian Occupational Performance Measure (COPM)

COPM is an evidence-based outcome measure designed to capture a client’s self-perception of performance in everyday living, over time. The tool used in Borders sought perceptions of both performance and satisfaction before and after the support provided by the One Stop Shop.

All people demonstrated a significant improvement in both their performance and satisfaction scores. Using a professional standardised assessment tool such as the Canadian Occupational Performance Measure (COPM) as used in this pilot, allowed a quantifiable measurement to evidence outcomes for people. The table below shows the importance that the person gave to their desired outcome (column 1), and then their self perception of performance and satisfaction before and after the service provided. The final two columns show the resultant ‘quantification’ of the difference made.

	Importance of Task	Before		After		Difference	
		Performance	Satisfaction	Performance	Satisfaction	Performance	Satisfaction
Moira's Story (Shower Adaption)	10	2	2	9	9	7	7
Paul's Story (Wet Floor Shower)	10	1	1	8	7	7	6
Colin's Story (Stair Lift)	10	1	1	9	9	8	8
Bill's Story (Level Access Shower)	10	2	1	9	9	7	8
Graeme's story (Additional grab rail/ banister)	10	5	5	8	9	3	4
Alan's Story (Mobility/Confidence Support)	10	1	1	5	7	4	6

### Cost benefit analysis

The cases provided the opportunity to explore the cost benefits for each person. It is complex to identify costs ‘avoided’ as a result of the provision of a service. Borders approached the issue by comparing the cost of the adaptation to the potential costs that might have been incurred as a result of a fall, an injury, or increased care and support costs. They drew on published evidence to inform their analysis.

In all instances, the cost of the service provided by the One Stop Shop was considerably less than could have been expected if no action had been taken. Potential savings ranged from around £500 up to well over £50,000. See Care & Repair Pilot Evaluation for further details.

“It makes him feel far safer and more independent! The improvement - in both our lives - is incomparable.”



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## Useful Documents and Links

Borders Care & Repair Pilot Evaluation (October 2015)  
– in particular, the following appendices:

- Appendix 1: Individual Customer Stories
- Appendix 2: Outcomes for Individual Cases
- Appendix 3: Referral Form, Screening Form and Discharge Summary
- Appendix 5: Stakeholder Assessment Questionnaire

The Adapting for Change Practice Series  
are available from

[www.scotlandshousingnetwork.org/  
health-social-care/adapting-for-change/](http://www.scotlandshousingnetwork.org/health-social-care/adapting-for-change/)

**The following Advice Notes are available:**

- One Stop Shop
- Dedicated Occupational Therapists
- Funding Partnership
- Governance and Value for Money

All Adapting for Change Practice Notes are  
available from **The Improvement Hub** and  
**Scotland's Housing Network**

The Improvement Hub (ihub) is part of  
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